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# Understanding the Email Reputation Services of InterScan Gateway Security Appliance (IGSA) 1.0

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Solution ID	Last Updated
1032639	Date : 2011/05/13 Time:9:02 AM , (PST)

Product/Version	Platform
InterScan Gateway Security Appliance - 1.0;	Not Applicable - N/A

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## Problem Description

## Solution

Email Reputation Services (ERS) is an anti-spam strategy that could effectively blocks 80% of spam at its source. It identifies the source by validating the IP address of the SMTP server that sent the email against Trend Micro's Real-Time Blackhole List (RBL) and QIL databases. ERS then blocks the email if the databases do not enlist the IP address.

Also, the way IGSA queries the databases will depend on the selected ERS setting. Using the **Low Setting** only enables IGSA to check the RBL database while using the **High Setting** allows IGSA to initially query the RBL

database and then the QIL database.

Definition of Terms:

- RBL : The database that includes IP addresses of SMTP servers where spam originates or considered as spam open relay hosts. IGSA categorizes the IP addresses as permanent sources of spam.
- QIL : The database that enlists IP addresses of SMTP servers where spam originates or classified as spam open relay hosts. Also, IP addresses listed in this database are frequently changing. IGSA considers the IP addresses as impermanent sources of spam.

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